



PROTECTING YOUR PRIVACY

Langley Association for Community Living (LACL) has a responsibility to protect the personal information of the people we serve and our employees. As a result, LACL has policies and procedures for the collection, storage and disposal of personal information. We achieve this by following these principles:

1. Being Accountable

- ✓ LACL is accountable to the protection of your personal information through the development and implementation of policies and procedures.

2. Identifying the Purpose

- ✓ We identify the reasons for collecting personal information.

3. Obtaining Consent

- ✓ We inform the individual as to the purpose for the collection, use and disclosure of personal information.

4. Limiting Collection

- ✓ We do not collect information indiscriminately or deceive / mislead people about the reasons for collecting personal information.

5. Limiting Use, Disclosure and Retention

- ✓ We use/disclose personal information only for the purpose in which it is collected and information that does not have a specific purpose is disposed of.

6. Being Accurate

- ✓ LACL tries to minimize the use of incorrect information by updating information on a regular basis and/or as needed.

7. Using Appropriate Safeguards

- ✓ LACL uses appropriate security safeguards by using locked cabinets, technology (i.e. passwords) and on an as needed basis.

8. Being Open

- ✓ We educate the people we serve and our employees about our policies and procedures to the protection of their personal information.

9. Giving Individuals Access

- ✓ Access to your information is available upon written request and within reasonable timelines.

10. Providing Recourse

- ✓ LACL has a complaint procedure in place.

If you have a concern or complaint regarding your personal information, please contact our Privacy Officer, Gillian Sutcliffe, at 604-534-8611(Extension 235) or gsutcliffe@langleyacl.com.